



Topic: ACE Resource Contact Guide

U.S. Customs and Border Protection (CBP) has established many avenues for you to obtain information and technical support for the Automated Commercial Environment (ACE). It is easy to contact us! Please use the list below to assist you in identifying the appropriate e-mail address or phone number for your question(s). You may also get fast answers to many of your questions through our Frequently Asked Questions (FAQ) document located on www.cbp.gov/modernization.

For information or assistance on the following:	Contact Information	Hours of Operation
General ACE information and benefits	Send an e-mail to: CBP.CBPCSP0@dhs.gov or visit www.CBP.gov/modernization	E-mail is monitored Monday – Friday from 9:00 a.m. – 4:30 p.m. EDT
How to apply for an ACE portal account	Send an e-mail to: ACENow@dhs.gov or visit www.CBP.gov/modernization Completed electronic applications can be sent to: ACE.Applications@dhs.gov	
Status of an ACE Portal Account Application	Send an e-mail to: ACE.Application.Status@cbp.dhs.gov	
Submission for Periodic Monthly Statement activation and information on the approval process only	Send an e-mail to: Periodicstatement@dhs.gov	Web sites are available 24 hours a day, 7 days a week
Periodic Monthly Statement information such as benefits, statement payment or on ABI issues for accounts that are already activated	Send an e-mail to: PMSUsersmailbox@cbp.dhs.gov	
Trade Support Network (TSN)	Send an e-mail to: CBP.Tradesupportnetwork@dhs.gov or visit http://cbp.gov/xp/cgov/trade/automated/modernization/trade_support_network/	
International Trade Data System (ITDS)	Send an e-mail to: AskITDS@cbp.dhs.gov	
Entry Summary, Accounts & Revenue (ESAR)	Send an e-mail to: ESARInfoInbox@cbp.dhs.gov	



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For information or assistance on the following:	Contact Information	Hours of Operation
Electronic Data Interchange (EDI)	Contact your CBP Client Representative .	Monday – Friday from 8:00 a.m. – 6:00 p.m. EDT
ACE Secure Data Portal Issues (General and Technical) such as: <ul style="list-style-type: none"> • "How do I add an additional business view to my account?" • "What report can I run to find the total amount of duties, taxes and fees paid last year?" • "As a truck carrier, how do I file an electronic truck manifest?" • "Why have my Quick Views disappeared?" • "When I run the report, I do not see all of my shipments for the year. The value is too low. What's wrong?" 	Send an e-mail to Technology Support at: CBP.TECHNOLOGY.SERVICE.DESK@CBP.DHS.GOV or Trade and callers outside the United States can call Technology Support at: 1-866-530-4172 Spanish speaking representatives are available from 4 a.m. - midnight EST, 7 days a week.	E-mail is monitored Monday – Friday from 9:00 a.m. – 4:30 p.m. EDT
Password Reset	Instructions on how to reset password can be found at: http://cbp.gov/xp/cgov/trade/automated/modernization/ace_welcome/ace_welcome_package/password.reset.xml Trade and callers outside the United States can call Technology Support at: 1-866-530-4172	Phone lines are supported 24-hours a day, 7 days a week